



September 6, 2010

## NEWS FROM PERSONNEL SERVICES

by Kathy Bair

### ***Timekeeping and Payroll Update***

We have recently migrated to the new Kronos Workforce timekeeping system. We are entering your payroll information based on your leave slips and CAR slips. We would like to remind everyone of the importance of completing leave slips for any time missed immediately and submit to Personnel.

Also, it is very important that you remember to punch the clock so that you are not missing punches. We are sending email notifications directly to employees when we show missing punches. A copy of the email will be sent to the supervisors to ensure that you receive your notification.

We have an "In Box" outside Personnel in which you can drop your Leave Requests and CAR slips. It is located on the left side of the glass case where Transfer Postings are located.



# IVH Insights

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## Commandant's Corner

Well, I have the first month under my belt and have learned quite a bit about the Iowa Veterans Home. While I still have much to learn and will for years to come, the two things I am convinced of are: the staff are very dedicated and the residents receive wonderful care. I have been approached by many of you, staff and residents alike, who have many questions about the move into the new facility.

We recently sent out a memo announcing a new time frame for moving into the Fox and Ulery Buildings. There are many things outside of our control that must be considered when making this move. I promise we are going to continue to communicate any changes. Our focus must always first consider what's best for those we serve. This will be a constant developing process over the next few years, and we must all play an active part in the outcome. The only way we will be successful is by working together.

There have been other issues arise that are important to all of us. I am committed to work-

ing with everyone to resolve them. Some of this will take time and we must all have patience. Having said that, we must all accept that decisions will be made we may not agree with. Any questions or concerns you have about any of these or other issues must be addressed through your chain of command. They are unable to resolve any issue if they haven't been given the opportunity. All residents should address their concerns with their care team and the staff on their particular units. Having said that, I do have an open door policy, and you can come see me anytime for a discussion. Please understand I have many daily duties and it may take some time to get in to see me.

I want to thank everyone for the warm greetings to me and the kind thoughts for my wife. This only demonstrates the closeness of the family here at the IVH. This is the best mission I have ever been involved in, and I look forward to being part of it for many years.

*David Worley*

## Welcome New IVH Employees



*Pictured from left to right: Chris Cook (Food Service), Sheila Barritt (Food Service) and David Worley*

## EMPLOYEE HEALTH by Patti Sharp

### September TB Tests

All employees with September birthdays whose last names begin with letters M through Z are required to have a TB test. The test will be administered in Employee Health on the following date and time:

**Tuesday, 09/07/10**

**6:15 AM to 8:30 AM**

**2:00 PM to 3:15 PM**

The test will be read on:

**Thursday, 09/09/10**

**6:15 AM to 8:30 AM**

**2:00 PM to 3:15 PM**

If you need to make other arrangements, contact Teresa Keith at ext. #4507. Testing must be completed by the end of the month.



**IVH Insights** is a twice-monthly publication of the Iowa Veterans Home.

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Call ext. 4397 or

send to PR/Mktg Dept.

## News from Continuous Improvement by Russell Pape

### **The Power of Words**

The culture change trainers met last week and looked at ideas for small projects that could be started here to move us along on our journey.

One topic was language and how the words we use can either demean members of our IVH community or show respect to those same members. We were helped along in our discussion by an article we had read, "The Language of Culture Change," by Karen Schoeneman which is available at <http://www.pioneernetwork.net/CultureChange/Language/>.

In the coming weeks, our group will be spreading the use of terms that are more positive and that focus on the person's strengths instead of their weaknesses. For example, the term feeder to describe the person who needs help with dining is demeaning and actually inaccurate. The person doing the assisting is the feeder while the person being fed would more accurately be called the feedee. But in truth, the person who needs assistance is just that, a person who needs assistance with dining and those should be the words used.

Also, we have historically stated that a resident refused treatments, when it may actually have been that they "chose not to" take part in an activity, or in the taking of meds. These are rights the resident can exercise. It may not be a refusal, but the exercising of a choice.

In addition to language changes, other small steps are being taken to make the environment less institutional and more home-like. For example, staff and residents of Malloy 3 South are working on selecting names for their three hallways to replace the East Hall, West Hall and North Hall currently being used.

### **Way to Go, Maintenance Department**

The IVH Maintenance Department was recently notified that they were awarded a 2010 *Maintenance Solutions* Achievement Award by Dan Hounsell, editor of *Maintenance Solutions* magazine. The award was in recognition of the work order process implemented by the Maintenance Department that has enabled them to complete all routine work orders at a 90% fulfillment rate.

According to the press release from Mr. Hounsell, "All of the entries reflected both the large and numerous challenges facing maintenance and engineering departments in institutional and commercial facilities nationwide, and, more importantly, the resourcefulness and perseverance of the managers and their staffs who must meet and beat these challenges."

The new process was initially designed at a Kaizen event at IVH in 2007.

## Training Department by Wayne Pierson

### **How about a REAL Committee update?**

First of all we want to thank everyone for the great support during our Raffle and Sno-Cone Event in July. That especially includes the businesses and individuals who were so kind to donate prizes. That success helps us to plan more great things for a great staff! The Football season is here and it is time to Kick-Off (pun intended) our annual Tailgate Party. It will be held on Friday, September 10<sup>th</sup>. The day prior to the UNI vs. North Dakota State game

that IVH residents will attend and some other game in Iowa City the same day.

There will also be an upcoming Halloween event, Holiday Bazaar for IVH Staff to sell their wares, our annual Holiday Social with a possible special contest, and a Jewelry Sale for those last minute holiday stocking stuffers.

**And a big thank you to all the REAL Committee members who keep coming up with new ideas!**



## Admissions Department *by Doug Freeman*

What does it mean to be a state home? The term “state home” means a home established by a state primarily for veterans disabled by age, disease, or whom otherwise, whom by reason of such disability, are incapable of earning a living, and who require domiciliary care, nursing care, or hospital care (or treatment). States operating such homes, which meet Federal Veterans Administration (VA) standards and are recognized by the Secretary of Veterans Affairs, are eligible to receive VA per diem payments for each eligible veteran provided care.

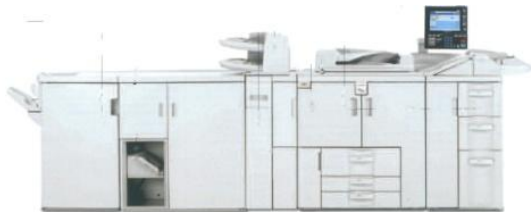
When did the state home program begin? Following the Civil War, large numbers of indigent and disabled soldiers and sailors, who were no longer able to earn their own livelihood, needed care. The federal government operated national homes for the disabled volunteer soldiers, providing domiciliary care and hospital care, but were unable to meet the demand, and, only veterans who served for the

Union forces were eligible. In recognition of this need, a number of states established State Homes at state expense because of the debt which a grateful state owed its defenders. To further preserve the family unit, several of the State Homes admit wives, widows and dependents of veterans. Today, State Homes are the second largest providers of medical care to veterans. The National Association of State Veterans was conceived at a New England organizational meeting in 1952 because of a mutual need of State Homes to promote legislation on the national level and share common problems and experiences.



*Information provided by the State Home Association*

### WANTED: Your Print Jobs



The high-speed copier (black and white), located in the IVH Print Shop, prints 90 copies per minute, considerably faster than all other printers or copiers located throughout the facility and, at a half-cent per page, is less costly. We can staple, 3-hole punch or fold at the time of printing. We stock specialty paper (gloss and colors) for brochures and posters. We accept print jobs via hard copy or email from attached Word, Excel, Publisher, Power Point or Adobe Acrobat files. (Include number of copies, stapled, two-sided and delivery location for completed copies). Our turn-around time is generally less than a couple of hours (depending on the job size) and sometimes can be completed while you wait. Please consider using the Print Shop in the Sheeler Basement for your next printing need.

Note: All print jobs resulting in over 50 copies being made should always be directed to the Print Shop for printing.

**The next time you have a large print job, consider using the IVH Print Shop for fast and professional results!**

## FOOD AND NUTRITION SERVICES

*by Mark Freland*

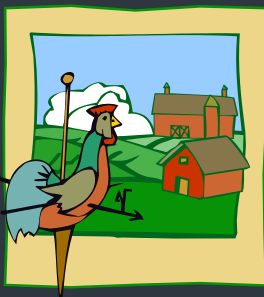
### **Choosing our words**

The language we use sometimes gives messages we do not intend. A widely circulated article written by Karen Schoeneman, active in the Culture Change movement, caused a re-evaluation of how assistance for dining is requested for IVH residents.

Directives are placed on meal tray slips which are intended to tell the staff what help the resident may need with dining. In reviewing words used, directives such as “feed resident,” “totally feed,” and “feed slowly” were noted. While the intent of these is good, there is a better way to say what is needed for the resident.

The words we use to give directives for assistance to dine has been evaluated and changed to more respectful, person-centered language. Meal tray slips now direct staff to “Assist PRN” or “Assist from right side.”

Thanks to our Therapeutic Technicians for their computer work in completing the change so quickly.



## IVH Couples Meal

The IVH Couple's Meal with the theme, "Home on the Farm" will be offered on September 17<sup>th</sup> in the Malloy LRC with a home-cooked country meal including Fried Chicken, Mashed Potatoes and Gravy, Biscuits, Sweet Corn, and Apple and Peach Crisp.

As always there will be door prizes and pictures taken of each couple. For eight years now our couples have been enjoying these special dinner dates with their sweethearts.

## Upcoming Events

Day	Date	Time	Event	Location
Fri	9/10	10am-1pm	REAL Comm. Tailgate Party	Malloy Courtyard
Fri	9/17	9:30am-5pm	IVH Annual Fall Employee Golf Outing	Pine Lake Country Club
Sun	9/19	2:00 pm	Bicycle Ride for Recovery	Riverview Park
Sept. 23 – 26			Oktemberfest ( <a href="http://www.oktemberfest.com">www.oktemberfest.com</a> )	Downtown Marshalltown



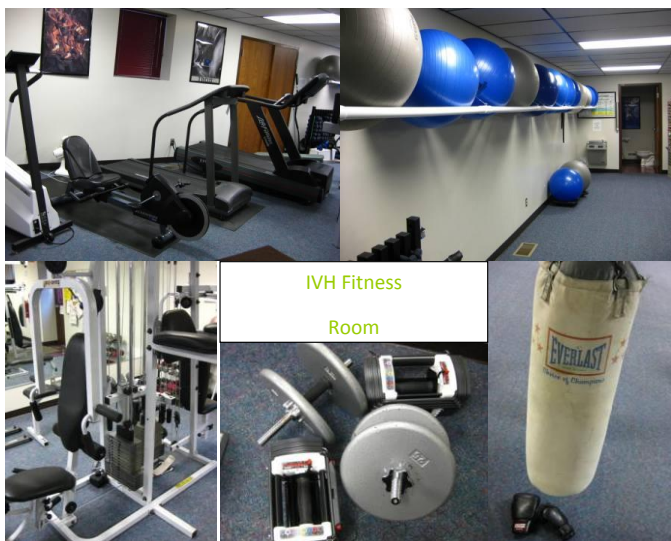
## Announcements

Thanks so much to all of you for your calls, messages, cards, kind words, hugs, thoughts and prayers that have supported our entire family through such a difficult time. While our hearts are hurting since Grandma Charlotte's passing you have all made it easier for us by sharing memories. We will always remember your thoughtfulness and concern.

With deepest gratitude,  
Family of Charlotte Hunt  
Kristy Kelley, Brenda Frye, Candace Hunt  
Lindsay Lauer, Sam Hunt

The REAL Committee is planning the **6<sup>th</sup> Annual Holiday Bazaar for Friday, November 5<sup>th</sup> in the Malloy LRC from 9 am – 4 pm.** This event is open for staff and residents in the morning and to the public in the afternoon. Last year we had 28 vendors; if you're interested in being a vendor, please call Robin Richardson at ext 4518.

## Fitness Room Update



Now that the weather is getting a little cooler, why not think about joining our fitness room for just \$36.00 per year? That's just \$3.00 per month! The fitness room is available to all IVH & ABM employees. Equipment includes two elliptical machines, two treadmills, one reclining stationary bike, one upright stationary bike, a weight lifting machine, dumbbells, and exercise balls.

Members will be issued a key after membership fee is paid and the fitness room is available to members 24 hours a day. Aerobics classes are offered to members free or \$1 per class for non-members during the Fall, Winter, and Spring. So make a commitment to get fit and become a member of the fitness room. Contact Denise Ulery or Diana Stonewall.

Exercise can help you manage your weight, chronic diseases, improve your energy levels, sleep patterns and mood. The Wellness Committee would like to promote regular physical activity. The committee will reimburse any employee for half of the registration to the **Oktemberfest 5K/10K Walk/Run to be held September 25<sup>th</sup>.** Visit [www.Oktemberfest.com](http://www.Oktemberfest.com) for registration form. Please send a copy of registration form and proof of payment to committee members Kari Kellen and Melissa Sienknecht of Nutrition Services.

